

Capability Scotland - Community Living and Family Support Services (Dundee) - Care at Home Support Service

Unit 10
City Quay
Dundee
DD1 3JA

Telephone: 0131 337 9876

Type of inspection:

Unannounced

Completed on:

17 May 2019

Service provided by:

Capability Scotland

Service provider number:

SP2003000203

Service no:

CS2004076834

About the service

Capability Scotland - Community Living and Family Support Services (Dundee) provides a Care at Home service. The service is available for children and adults with physical and/or learning disabilities living in their own homes and in accessing community facilities.

The aim of the service is that individuals who have physical and/or learning disabilities should be fully included within society. They should have the opportunity and support through skills and services to maximise their independence and choice. The values underpinning the aims and objectives of the service are clearly laid out in the vision, values and mission statement of the organisation.

This care service was registered with the Care Inspectorate on 1 April 2011.

We were informed that people using the service wished to be addressed as customers. We have respected this choice within our inspection report.

What people told us

We sent out 35 questionnaires and had nine returned to us. Seven people 'strongly agreed' and one person 'agreed' that overall they were happy with the quality of care and support provided. One person 'disagreed' with this statement and commented that there were 'not enough hours'.

Positive comments also included;

'I continue to be delighted with this service',

'We have no issues and thank everyone involved for the great service we receive.'

'...staff respect all my wishes, treat me with dignity and kindness. I enjoy having fun, lots of laughter with staff and my peers..... All staff are amazing.'

'Couldn't do without them, love them to bits.'

'Very happy with service, I am involved and they ask for my opinion. They ask what they could do better, but there's nothing I can think of'.

Self assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing.

A self assessment was not required to be completed at this inspection; however, the service spoke about their goals and aspirations for the forthcoming year.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We found that this service had continued to build on improvements from previous inspections and was consistently providing very creative solutions when meeting people's needs and wishes. From the evidence in records, observations we made, and from the responses we received from interviews, this service clearly provided excellent care and support.

We would expect services to have plans in place for those they support, that represent their needs and wishes. This service does this from a very early stage and to the highest quality. The 'all about me' is an excellent person-centred document which enables staff to learn what is important to the person and how they wish to be supported. For those moving from education or children's services, the service invests significant time and resources to ensure that this transition is smooth at a time that can be very unsettling for those involved. It is rare to find this level of care and attention through the transition period.

We were very impressed by the continued use of SHANARRI principles, which categorise outcomes into those for Safety, Health, Achievement, Nurture, Activity, Respect, Responsibility and Inclusion. It was clear that outcomes were identified in a consultative way, ensuring relevant people, particularly those supported and their guardians, are respected and listened to. Each visit or interaction is then recorded daily, to show progress towards their particular goal. This approach was clearly very effective as all relatives we spoke to felt included in all decisions which affected their son or daughter. One mother commented, for example, 'they (the service) cater for my son's needs but they're always checking with me that it's okay'.

Close and regular communication was also evidenced in an excellent review process which ensured that reviews were held at the required timescale. This meant that people were included in decisions that affect them and the service could confirm that they were supporting people in the best way possible

Goals that people were achieving included attending the theatre, college, dance classes and outdoor exercises in Slessor Gardens, Dundee. This often involved a lot of preparation and planning which led, in several cases to significant life changes. For example, some intensive work with local facilities such as V&A museum and Science Centre, where the service and, most importantly those they support have acted as consultants to enable access for vulnerable groups across Dundee and the wider area.

These high profile public facilities have become available to people who require significant support where previously that may have proved very challenging. Some excellent work has also been done with Dundee airport who, with staff guidance, gave experimental flights for some of those supported by the service. This has meant that families have been able to have a holiday abroad for the first time, whereas before this caused debilitating anxiety. These examples illustrate the lengths the service will go to in the pursuit of diverse and individual goals.

Another of this service's strength is, not only in the skills and knowledge that staff have acquired, but also, in the trusting relationships that have been so clearly established. This is the foundations of these extraordinary outcomes.

The level of care and support provide by this service is outstanding by the links that have been established with the local community. Although this is made easier by their central position, they have embraced the opportunity, and those they support have been fully involved and contributed to this hard work as fully participating citizens.

It is 'good practice for services to access community facilities, but it is excellent practice' to be part of how these facilities make adjustments to enable access for all

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The checklist within files which ensured that necessary documents are reviewed regularly appeared to be effective as contents were complete and well organised.

We read a very good corporate quality improvement process and this focus on quality was carried through to a comprehensive strategic plan covering 2018-23. This showed us that this service strives to continually improve in a consultative way and this corporate approach filters through to the outcomes of those they support.

We also saw that two very good welcome packs had been produced for both staff and customers. These gave very good, clear information about what to expect from the service, its core values and the limits to that provision. This proactive approach to welcoming people also eases the transition and reassures them that the service is well organised and managed.

We heard from staff and we read that supervision was regular and planned. They also told us that management, at all levels, were approachable, accessible and, ultimately, helpful. This sentiment was echoed by all relatives we spoke to which also included their appreciation of staff who they could 'go to at any time'. Relatives gave examples of the additional supports that had been provided by staff, such as complicated form-filling. We considered this to be above and beyond their recognised role but acknowledge the close relationship that can be formed. This is very much appreciated by relatives and customers.

We would expect services to provide professional development opportunities for staff and we found evidence of a wide variety of training in this service. These were given through online training providers and in the physical classroom setting. We also heard from management and staff that morning 'workshops' had been instigated and these were very much appreciated by staff. Staff told us, and we could see within personnel files, that a robust induction and probationary period was scheduled at the commencement of employment. This covered mandatory training and also gave both parties the opportunity to assess the suitability of the person or position.

As detailed under 'Care and Support', one of the services strengths is the bonds and opportunities it has embraced within its local community and we credit management and staff for this extremely positive work.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
23 Apr 2018	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
28 Apr 2017	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership 5 - Very good
9 May 2016	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
7 May 2015	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
6 May 2014	Unannounced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
9 May 2013	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership 5 - Very good
27 Nov 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	Not assessed 4 - Good 4 - Good
10 Nov 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed

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